



Work Instruction (WI)

DIRECTIVE NO. 270-WI-5340.3.1J
EFFECTIVE DATE: 02/12/2016
EXPIRATION DATE: 02/12/2021

APPROVED BY Signature: Original Signed By
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COMPLIANCE IS MANDATORY

Responsible Office: 270/Information and Logistics Management Division

Title: Response to GIDEPs, Alerts and Safe Alerts

PREFACE

P.1 PURPOSE

This procedure describes the process for reviewing and responding to Government Industry Data Exchange Program (GIDEP's), Advisories, Alerts and Safe Alerts that affect the quality, reliability, suitability, and safety of products and materials covered by these notices and potentially in use at the Goddard Space Flight Center (GSFC).

P.2 APPLICABILITY

This procedure applies to all items and materials purchased by the logistics services contractor, in an inventory managed by that contractor, or in use by the contractor. Particular attention is paid to EEE parts, project parts, and mechanical hardware associated with scientific and ground support material and equipment used for space flight projects and ground support systems that are covered under the scope of the GSFC Management System (MS) Policy. These products are managed by the Code 273 Supply and Equipment Management Branch and supported by the Code 279 logistics services contractor.

P.3 REFERENCES

- a. 270-FORM-0150, Material Impacted by GIDEP
- b. GPR 5340.3, Preparation and Handling of GIDEP Alerts, GIDEP Safe-Alerts, GIDEP Problem Advisories, GIDEP Agency Action Notices, and NASA Advisories
- c. GPR 5340.4, Problem Reporting and Problem Failure Reporting
- d. GSFC Form 4-37, Problem Impact Statement: Parts, Materials, and Safety
- e. NASA Electronic Parts and Packaging Program

P.4 CANCELLATION

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P.5 TOOLS, EQUIPMENT, AND MATERIALS

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The Advanced Materials Management System (AMMS) and other internal material management tools containing information regarding materials and items procured by or in an inventory managed by the logistics support contractor.

P.6 SAFETY PRECAUTIONS AND WARNINGS

No special safety precautions or warnings.

P.7 TRAINING

No special training.

P.8 RECORDS

Record Title	Record Custodian	Retention
GSFC Form 4-37, Problem Impact Statement Parts, Materials and Safety Responses	Office of Alert Coordinator - Code 300	NRRS 8/103 5 years following completion of the project.

* *NRRS – NASA Records Retention Schedule* ([NPR 1441.1](#))

P.9 MEASUREMENT/VERIFICATION

GIDEP Alert response and closure rates for the projects are tracked and reported by the GSFC Alert Coordinator.

Instructions

1. GENERAL PROCEDURES AND RESPONSIBILITIES

This section contains procedures and responsibilities applicable to preparing, reviewing and responding to Advisories for Code 270 in accordance with GPR 5340.3, Preparation and Handling of Alerts, Safe Alerts and Advisories.

1.1 SUPPLY AND EQUIPMENT MANAGEMENT BRANCH RESPONSIBILITIES

Upon receipt of any Advisory from the GIDEP Alert Coordinator (Code 300), the Occupational Safety and Health Division (Code 350), the Code 200 Safety Coordinator, or any other source, Code 273 will forward the announcement to the Code 279 Supply Operation Branch and other Code 270 Branch Managers as needed for action. The Supply Branch will also coordinate, prepare, and submit issues identified within Code 279 that warrant the initiation of an Advisory or GIDEP to the GIDEP Alert Coordinator as required by GPR 5340.3.

1.2 SUPPLY BRANCH MANAGER RESPONSIBILITY

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The Supply Branch Manager or designee is responsible for reviewing incoming Advisories and taking action when it is determined that they are applicable to the Supply operation. This person is also responsible for identifying problems within the scope of this instruction, forwarding Advisories to the appropriate Institutional and Project Support Supervisors and Team Leads and other Code 279 personnel for action, as necessary, and preparing and submitting the Advisory responses back to the originator.

2. SUBMITTING ADVISORIES

If the Supply Branch identifies a suspect counterfeit part during the incoming receiving process, and or when notified by a manufacturer or supplier that parts shipped may have a problem, the Supply Branch will notify the Alert Coordinator.

3. RESPONDING TO ADVISORIES

3.1 Upon receipt of an Advisory, the Supply Branch Manager or designee shall:

- a. Review the Advisory for applicability to Code 279 responsibilities.
- b. Identify those people and/or departments within Code 279 that may be impacted by the Advisory.
- c. Forward the Advisory to the managers, supervisors and team leads of the Project and Institutional Support teams for action, as appropriate.
- d. Collect inputs from Project and Institutional support personnel regarding the impact of the Advisory on Code 279 functions and responsibilities.
- e. Notify the Code 273 Supply Team Lead of any impacts associated with the Advisories and the actions taken.
- f. Respond to the Advisory initiator, typically the GSFC GIDEP Coordinator, with the results of research performed and actions taken as a result of the Advisory.
- g. Oversee and ensure that material disposition actions needed as a result of the Advisory have been completed.
- h. Maintain a copy of the Advisory and all associated documentation.

3.2 The Project and Institutional Support Supervisors and Team Leads, as directed, shall:

- a. Determine if the Advisory affects material purchased by Code 279 or currently in an inventory managed by Code 279.
- b. Direct the appropriate section to tag and segregate material, if the material is within the scope of the GSFC MS and inventory stock exists.
- c. Notify affected projects and customers and request material disposition instructions as required.
- d. Disposition material as needed to include coordinating the return of material to the vendor or the disposal of existing inventory based on direction from the material owner, the Supply Branch Manager, and GSFC MS personnel, as appropriate.
- e. Adjust inventory balances as needed and tag existing inventory with a 270-FORM-0150, Material Impacted by GIDEP, label.

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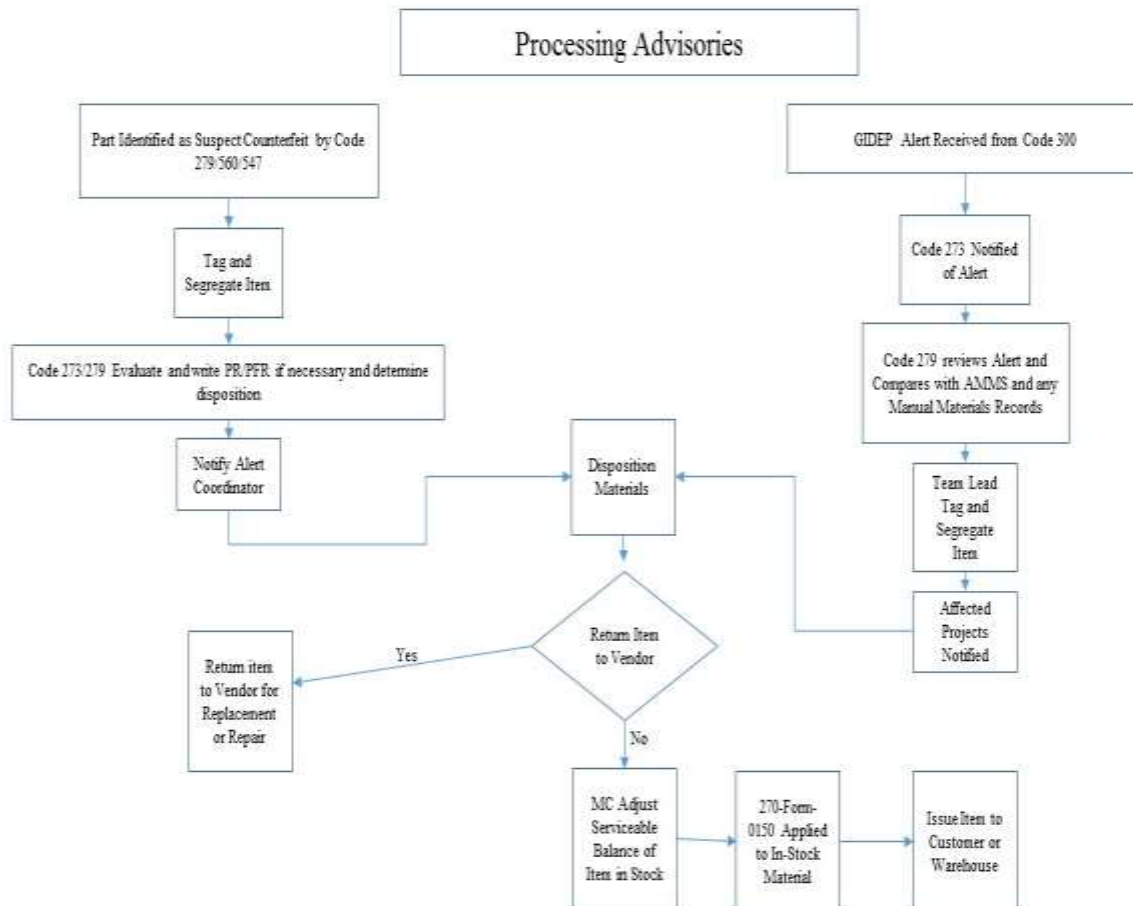
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- f. Ensure that all future distributions of materials impacted by an Advisory are labeled with the 270-FORM-0150, which includes the Advisory number and material disposition instructions.

4. DISPOSITION AND REPORTING OF NON-CONFORMANCE MATERIAL

Disposition and reporting of non-conforming material will be accomplished in accordance with GPR 5340.4, Problem Reporting and Problem Failure Reporting, and Work Instruction 270-WI-5340.2.1.

Flow Diagram



Appendix A – Definitions

- A.1 Alert: A GIDEP document for reporting a problem with parts, components, materials, specifications, software, facilities, manufacturing processes or test equipment that can cause a functional failure that is likely to be found in other lots of the same or similar items. An Alert is prepared by an organization that discovers the problem and submitted to GIDEP for distribution.
- A.2 Electro-Static Discharge (ESD): A transfer of an electrostatic charge (static electricity) between objects at different (electrostatic) levels. It is caused by direct contact or induced by an electrostatic field. ESD has the “potential” to damage sensitive electronic parts if not dissipated properly.
- A.3 ESD Material: Material that is sensitive to electro-static discharge and could be damaged by it. Special Handling is required.
- A.4 GIDEP: Government/Industry Data Exchange Program – A cooperative program that collects and distributes Alerts and Safe Alerts to participating organizations throughout the aerospace industry.
- A.5 Project Parts: EEE parts or mechanical hardware that are obtained by the Code 279 Project Parts Section for distribution to projects. These parts may be used by the projects for engineering and/or flight equipment.
- A.6 Safe Alert: A GIDEP document for reporting a non-conforming item, product or situation that creates a safety hazard for personnel or equipment. A Safe Alert is prepared by the organization that discovers the problem and submitted to GIDEP for distribution.
- A.7 The names “Code 279 Project Support,” “Project Support team,” and “Project Support” are interchangeable and refer to the Code 279 Project Support section of the Supply Operations Branch that supports the Center, NASA programs, and projects related to mission requirements.
- A.8 The terms GIDEP, NASA Advisory, Safe Alerts and Alerts are the various tools used to document and notify organizations of an issue related to a material or product. In this work instruction, the term Advisory will be used generically to describe all of these document types. All procedures that are specific to a particular notification type will be clearly stated as such in this document.

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Appendix B – Acronyms

AMMS – Advanced Materials Management System
EEE Parts – Electrical, Electronic, Electromechanical Parts
EPIMS – EEE Parts Information Management System
ESD – Electro-static Discharge
GIDEP – Government Industry Data Exchange Program
GSFC – Goddard Space Flight Center
MS – Management System
NRRS – NASA Records Retention Schedule

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CHANGE HISTORY LOG

Revision	Effective Date	Description of Changes
Baseline	1 Oct 98	Initial Release
A	1 Feb 99	Adds section 8.6 on Non-conformance Reporting
B	27 Apr 99	<ul style="list-style-type: none"> - 8.5.1 Update NCR organization with correct project name and lead designation. - 8.5 Add wording to indicate that all audit discrepancies will be documented with an NCR
C	1 June 99	<ul style="list-style-type: none"> - Modified P4 to identify proper Record Retention Schedule - Inserted P8 Cancellation - Renumbered old P8 to P9 and all associated subparagraphs. - Renumbered old P9 to P10 and modified flow diagram numbering.
D	13 Aug 99	<ul style="list-style-type: none"> - Modified 9.5 to provide for both major and minor non-conformances.
E	10 Feb 00	<ul style="list-style-type: none"> - Changed the web site for the automated NCR/CAS system to http://ncr.gsfc.nasa.gov.
F	23 Dec 02	<ul style="list-style-type: none"> - Converted to most recent WI template format - Added reference to GMI 5310.3 - Added Material Management Acquisition Section Head to distribution. - Added Section to cover Code 279 notifying GIDEP of manufacturer recalls - Change all references to "Inventory Manager," to "Material Coordinator" - Replace GMI 5310.3 Alert Report of Goddard Space Flight Center Parts and Material Problems with GPR 5340.3C Preparation and Handling of Alerts, Safe Alerts and Advisories - Replace DD Form 1938 Government Industry Data Exchange Program Alert with GSFC 4-37 Problem Impact Statement Parts, Materials and Safety. - Section 7.1.1 Major Non-conformances change the Sub Project Administrator (SPA) to Non-conformance Lead (NCL)
G	4 Feb 05	<ul style="list-style-type: none"> • As directed during the FY04 Center Rules Review, the Responsible Office modified this document to remove requirements that were no longer needed and to clearly

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		<p>distinguish requirements from supporting information. Administrative changes were made throughout to correct responsible organization names and codes, and to re-title Goddard Procedures and Guidelines (GPG) to Goddard Procedural Requirements (GPR) and NASA Procedures and Guidelines (NPG) to (NPR).</p> <ul style="list-style-type: none"> • Updated Section 7 “Non-conformance Management
G	14 May 06	<ul style="list-style-type: none"> • Administratively updated to reflect a change in the owning organization code from 230 to 270.
H	09 May 08	<ul style="list-style-type: none"> • Renumbered sub-paragraphs • Replaced all QMS references to MS to coincide with GSFC changes • Replaced EPIMS reference with NASA Electronic Parts Program (NEPP) • Modified Alert and Safe Alert definitions to coincide with definitions in GPR 5340.3 • Modified Supply Branch Manager responsibilities • Replaced Project Material Review Board responsibilities and reassigned to Code 273 and Supply Branch Manager • Replaced Non-Conformance Reporting section with reference to 270-WI-5340.2.1 which specifies instructions for handling non-conformances
H	3 May 13	<ul style="list-style-type: none"> • Administratively Extended for 1 year.
I	19 Jun 13	<ul style="list-style-type: none"> • Add instructions for utilizing 270-Form-0150 to identify and control inventory parts identified in a GIDEP • Modified language so that this WI applies to all advisory types including GIDEPs, Alerts, Safe Alerts, and NASA Advisories • Clarified responsibilities
J	12 Feb 16	<ul style="list-style-type: none"> • P3 deleted 270-WI-5340.2.1, Control of Non-conforming Project Parts • P3 deleted GPR 5340.2 Documentation and Control of Process Non-conformances and Customer Complaints, no longer applicable to process • P3 Deleted cancelled GPR 1710.1 • P3 Changed name of GPR 5340.3 • P9 Added measurement tracking and reporting by the Alert Coordinator • 1.1 Updated the Occupational Safety and Health Division (Code 350) • Section 4 Removed outdated GPR reference • Changed Flow Diagram